

Surgical Services

Job Description

JOB TITLE:	Health Records Library Supervisor
BAND:	Band 3
DEPARTMENT:	Surgical services
HOURS:	37.5 Hours per week
LOCATION:	Health Records Department
REPORTS TO:	Health Records Manager
ACCOUNTABLE TO:	General Manager
KEY WORKING RELATIONSHIPS:	Directorate Managers, Outpatients, Admissions, Health Records, Medical Secretaries, A&E, Health Care Professionals, Patients

JOB PURPOSE

- To ensure that an efficient service is provided to all service users
- To supervise the health records clerks within the relevant team on a daily basis.
- To provide a professional, comprehensive and efficient health records service to the Trust's clinical services.
- To promote a positive image of the Trust's health records services through the provision of excellent service to all service users including staff, patients, relatives/carers and external stakeholders.
- To be responsible for ensuring high standards of quality are achieved and sustained across all services, in both paper and electronic record-keeping.

KEY DUTIES AND RESPONSIBILITIES

Supervisory Duties:

- Co-ordinate the work of the health records **library** clerks on a day to day basis, taking instruction from the health records team leader when necessary.
- Co-ordinate requests for annual leave, for authorisation by the **Health Records Manager/Line Manager**.
- Supervise the health records clerks and give support as appropriate, **to enable the staff to meet their daily objectives**.
- Monitor and report sickness / absence within the relevant team.

- **Records staff absences and report to the Health Records Manager/Line Manager.**
- Act as resource for dealing with first level problems from medical records clerks, and escalate to the **Health Records Manager/Line Manager** when necessary.
- Deputise for **Health Records Manager/Line Manager** at meetings **and cover duties** as and when required
- Co-ordinate training of new and existing health records clerks in order to help them achieve their personal development plans.
- Ensure all staff are trained and proficient in the use of PAS and OpenEyes
- Continually monitor the reception area and any other routes for requests, paying particular attention to the main desk ensuring that requests are dealt with quickly and in a proficient manner and any problems are resolved diplomatically on the spot and support given as necessary.
- Ensure the health records library is maintained to required standards, ensuring that the library team update old records and amalgamate records as and when necessary.
- Ensure the weeding **process** is adhered to and that all points of the **process** are followed.
- Oversee searches for missing records and misfiles within the library and various offices or departments within the hospital, managing the removal of any unauthorised notes.
- To manage and resolve any issues that arise in relation to the pulling and preparation of health records for outpatient clinics and admissions, including liaison with patients, nursing and medical staff
- **Ensure that notes are delivered to services and Satellite clinics in a timely manner.**
- To ensure that the process for requesting health records from offsite storage facilities is followed at all times.
- **To report any maintenance issues to the relevant department or contractor**
- **Ensure that notes received from off-site storage are processed and any anomalies are fully investigated and an informative response sent to the requestor.**
- To attend relevant departmental meetings for the purpose of disseminating information to the staff and contribution to discussions for the maintenance and improvement of the services provided
- To work in conjunction with the **Health Records Manager/Line Manager** to regularly review the service provided and ensure that it is both appropriate and of the highest quality and to take part in initiatives designed to improve both these aspects of service as requested

Other Duties

- Participate in the induction and training of new staff within the surgical services directorate, sharing knowledge and expertise of the administrative processes, functions and specialty specific knowledge.

- Participate in a rota system to provide cross-cover for other staff in the surgical services directorate to ensure consistent and effective service is maintained during periods of annual leave/sickness cover.
- Attend mandatory training required for administrative staff to ensure compliance with the Trust Mandatory Training Framework.
- Participate and assist with the collection of monitoring data as required.
- Adhere to the Trust's "Quality Standards".
- **To undertake staff appraisals.**
- To undertake any other duties as designated by the line manager which are commensurate with the grade.

WORKING PATTERN

The core hours for this role are between 07:00 and 19:00 from Monday to Friday.

Please note that out-of-hours working (between 19:00 and 07:00 and during weekends) is subject to enhanced payments in compliance with Agenda for Change (AfC) terms and conditions.

GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Data Security Policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
3. Criminal Record checks are now a mandatory part of the NHS Recruitment process for staff, which, in the course of their normal duties has access to patients. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an unspent conviction will not necessarily bar you from employment. This will depend on the circumstances and background to the offence and the position you have applied for. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act. This means the convictions never become "spent" for work which involves access to patients. Failure to disclose any "unspent" convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure & Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks (formally known as CRB checks) and a copy is available on request.
4. The Trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the Trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you

understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.

6. The Trust is committed to a policy of equal opportunities. A copy of our policy is available from the Personnel Department.
7. The Trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the Trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the health Act 2008 and staff must be familiar with the policies in the trusts infection control manual, this includes the "bare below the elbow policy". Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean / decontaminated as instructed by manufacturers and in line with the infection control / guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**MOORFIELDS EYE HOSPITAL NHS FOUNDATION TRUST
SURGICAL SERVICES**

Person Specification

JOB TITLE: Health records supervisor, surgical services

	ESSENTIAL	DESIRABLE	METHODS TO TEST THESE CRITERIA
Education & Qualifications	<ul style="list-style-type: none"> • Good general education including English and maths to GCSE A-C or equivalent 	<ul style="list-style-type: none"> • A levels or equivalent • Other relevant qualifications 	Application Form
Knowledge and training	<ul style="list-style-type: none"> • Good working knowledge of MS Office software • A working knowledge of health records • Knowledge and understanding of confidentiality issues 	<ul style="list-style-type: none"> • Knowledge of MEH Patient Administration System (PAS) 	Application Form and Interview
Experience	<ul style="list-style-type: none"> • Two years' experience working in a medical records department or healthcare • Experience of working in a multi-disciplinary team 	<ul style="list-style-type: none"> • Experience of managing a team 	Application Form and Interview
Aptitudes and Skills	<ul style="list-style-type: none"> • Excellent oral and written communication / interpersonal skills • Ability to deal with queries over the telephone and in person • Excellent organisational and administrative skills • Ability to work effectively and harmoniously within a team structure • Ability to successfully supervise a team in a multi-disciplinary service • Computer literate • Ability to work under pressure and to deadlines • Ability to prioritise workloads 	<ul style="list-style-type: none"> • Previous experience using Trust IT systems eg PAS, OpenEyes • Working towards NVQ level 2/3 Administration / Customer service 	Application Form and Interview

Personality and Personal Attributes	<ul style="list-style-type: none"> • Polite and helpful attitude • Proactive, positive and enthusiastic • Ability to use own initiative / self-motivated • Flexible and willing to learn and adapt • Reliable • Commitment to delivering patient-centred services 	<ul style="list-style-type: none"> • Health and Safety Awareness 	Application Form and Interview
Other requirements	<ul style="list-style-type: none"> • Flexible approach to working hours to meet the needs of the service 		